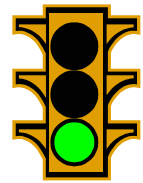


BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS:

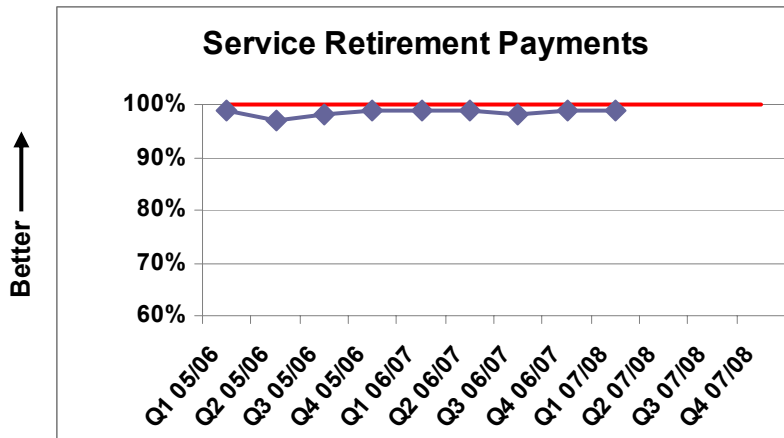
- V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.*
- VI. Administer pension benefit services in a customer oriented and cost effective manner.*

MEASURE:

Percent of applicants whose first payment is made within 30 calendar days of retirement effective date or application.

Service Retirement Payments

Target: 100 %



Year	Q1	Q2	Q3	Q4
2007-08	99%			
2006-07	99%	99%	98%	99%
2005-06	99%	97%	98%	99%

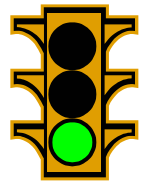
INITIATIVE: *Administer retirement benefits efficiently and effectively.*

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none"> • Provide on-line access for members to apply for service retirement via the Internet. • Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Service retirement payments represent the highest priority workload for this Section and every effort is made to ensure members receive their first payment with no gap from their last employment paycheck.

BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS:

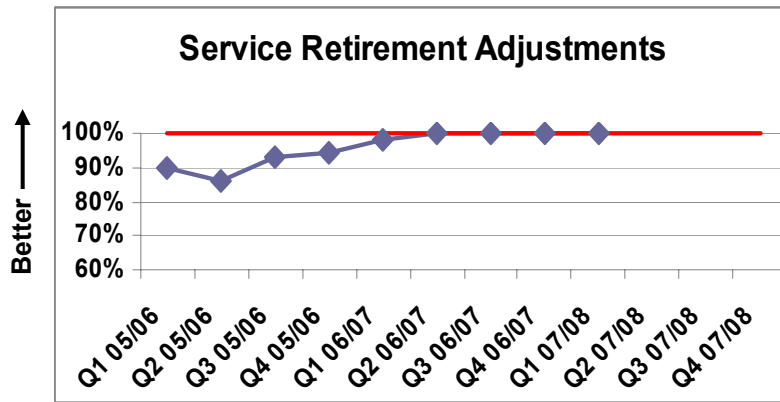
- V.** Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI.** Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of final adjustments made to service retirement benefits within 9 months of the retirement effective date.

Service Retirement Adjustments

Target: 100%



Year	Q1	Q2	Q3	Q4
2007-08	100%			
2006-07	98%	100%	100%	100%
2005-06	90%	86%	93%	94%

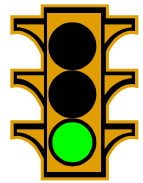
INITIATIVE: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none"> Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Service retirement adjustments are dependent upon final payroll reporting from employers and performance varies accordingly. After the first quarter of last fiscal year, no backlog existed and staff have been able to maintain incoming cases on a current basis.

BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS:

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

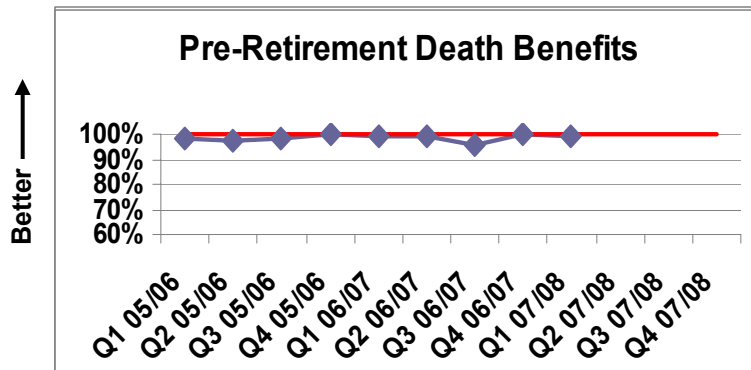
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of claims paid within 45 days of receipt of last required documentation.

Pre-Retirement Death Benefit Payments

Target: 100%



Year	Q1	Q2	Q3	Q4
2007-08	99%			
2006-07	99%	99%	96%	100%
2005-06	98%	97%	98%	100%
2004-05	98%	99%	99%	96%

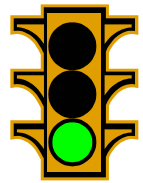
INITIATIVE: Administer retirement benefits efficiently and effectively.

COMMENTS:

- Pre-retirement death benefits performance approached the baseline in the first quarter.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none"> Partner with ITSB to deliver benefits more efficiently.

BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS:

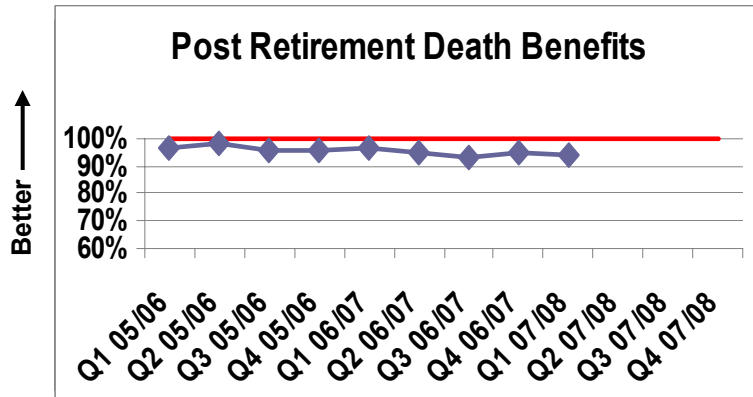
- V.** Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI.** Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of claims paid within 45 days of receipt of last required documentation.

Post-Retirement Death Benefits

Target: 100%



Year	Q1	Q2	Q3	Q4
2007-08	94%			
2006-07	97%	95%	93%	95%
2005-06	97%	98%	96%	96%
2004-05	96%	98%	96%	97%

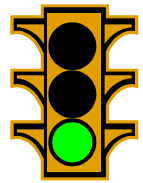
INITIATIVE: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none"> Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Supported by our training team, system experts and program analysts, management and staff continued to focus on older cases on hand in the first quarter.

BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS:

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

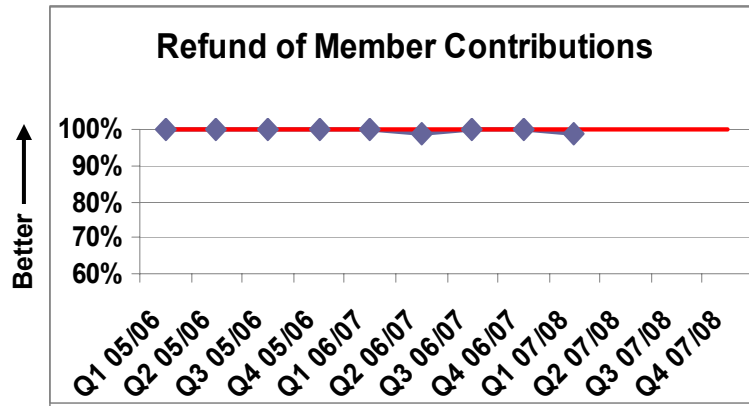
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of first refunds paid to eligible members within 30 calendar days of receipt of a valid election form.

Refund Payments

Target: 100%



Year	Q1	Q2	Q3	Q4
2007-08	99%			
2006-07	100%	99%	100%	100%
2005-06	100%	100%	100%	100%
2004-05	100%	100%	100%	100%

INITIATIVE: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none"> Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Performance in refunds consistently reaches goal.

BENEFIT SERVICES DIVISION DASHBOARD



STRATEGIC GOALS:

V. Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.

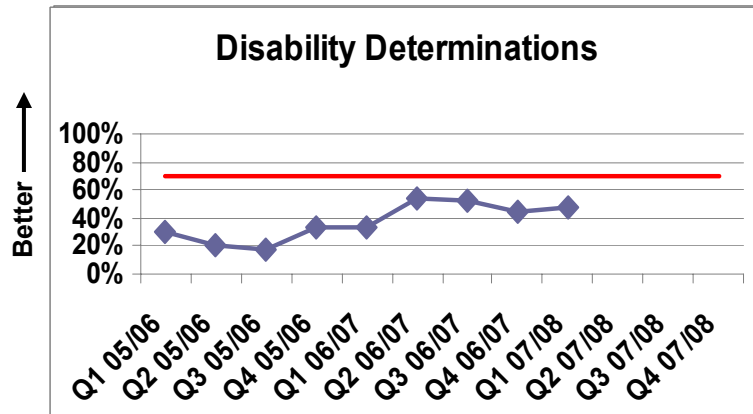
VI. Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of determinations made regarding approval or disapproval within 6 months of receipt of applications.

Disability Determinations

Target: 70%



Year	Q1	Q2	Q3	Q4
2007-08	47%			
2006-07	33%	54%	52%	45%
2005-06	30%	20%	17%	33%
2004-05	61%	75%	100%	100%

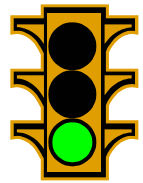
INITIATIVE: *Administer retirement benefits efficiently and effectively.*

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none"> Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Staff redirection for Disability Enhancement Project focused on new procedures, processing and automation. System enhancement was implemented July 30, 2007.
- With system enhancement implemented and as staff become familiar with new systems improvement in performance is anticipated.

BENEFIT SERVICES DIVISION DASHBOARD

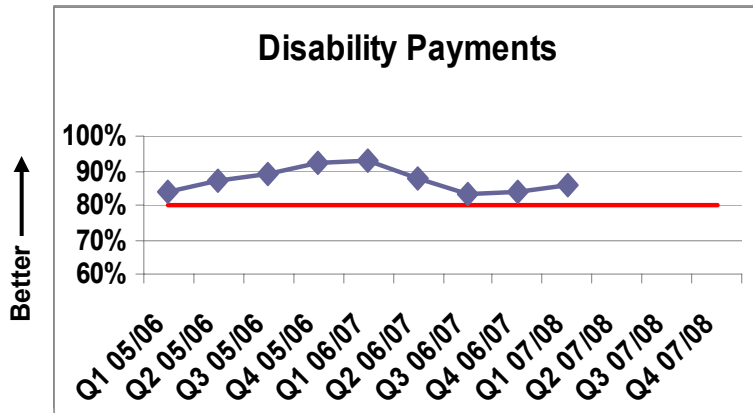


STRATEGIC GOALS:

- V.** Provide sustainable pension benefit products and services responsive to and valued by members, employees and stakeholders.
- VI.** Administer pension benefit services in a customer oriented and cost effective manner.

MEASURE:

Percent of first disability payment made within 30 days of effective date or approval.



Disability Payments

Target: 80%

Year	Q1	Q2	Q3	Q4
2007-08	86%			
2006-07	93%	88%	83%	84%
2005-06	84%	87%	89%	92%
2004-05	86%	85%	77%	85%

INITIATIVE: Administer retirement benefits efficiently and effectively.

Initiatives	Milestones
Continually upgrade automation capability.	<ul style="list-style-type: none"> Partner with ITSB to deliver benefits more efficiently.

COMMENTS:

- Performance consistently exceeds the goal for disability retirement payments.
- Disability retirement payments represent the highest priority workload for this Section, and every effort is made to ensure members receive their first payment 30 days after approval or the retirement date.